

WIC Messenger

Fall 2013



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Maine WIC Nutrition Program
Department of Health & Human Services
Center for Disease Control & Prevention
286 Water Street
11 State House Station
Augusta, ME 04330
207-287-3991 or 1-800-437-9300
TTY: Maine Relay 711
Fax: 207-287-3993
Website: www.wicforme.com

Cycle 2 Reauthorizations



Some Cycle 2 stores located in Androscoggin, Franklin, Knox, Lincoln, Oxford, Sagadahoc, Penobscot, Piscataquis and Waldo counties are required to renew their WIC authorization agreement this fall. . The applications for reauthorization for those stores are **due by September 30, 2013**. Stores due for reauthorization that attended the mandatory trainings this summer were given a renewal application at the trainings. Stores with WIC Vendor agreements expiring this fall due for reauthorization that did not attend a mandatory training will not be eligible for reauthorization and they will no longer be able to accept WIC checks at their stores after November 30, 2013.

Organic and Natural Peanut Butter

There is a lot of confusion for both stores and WIC customers about whether “natural” or “organic” peanut butter is allowed. Organic peanut butter or peanut butter containing organic ingredients are not allowed. Natural peanut butter is allowed. No peanut *spreads* are allowed. Peanut butter that is flavored, reduced/low fat, or squeezable, or contains mixes, omega-3 or added vitamins and minerals are not allowed.



If you're not sure whether the product is allowed, please contact us.

Meyenburg® Goat Milk



Goat's milk is offered to some women and children enrolled in the WIC Nutrition Program who are intolerant or allergic to cow's milk. Whole goat's milk is provided to children between the ages of one and two years of age. Reduced/low fat or skim goat's milk is provided to women and children over the age of two years old. Meyenburg® is the brand of goat's milk authorized by the Maine WIC Program. We are aware that this product is not always readily available at stores, and appreciate when stores special order this product for WIC participants. We appreciate your store's willingness to work with us to try to obtain this product.

Accepting a WIC check

Here are some key points to remember when a WIC check is presented at your store:

- ◇ The WIC Participant ID Folder is the customer's identification. Your store **may not** request any other form of identification from a WIC customer. Your store **must not accept a WIC check if the WIC customer does not have their ID Folder**, even if you know the customer.
- ◇ The WIC customer must sign the check on the line in the lower right hand corner of the front of the check at the time of the sale. Checks signed in advance **must not** be accepted.
- ◇ Cashiers **must** compare the signature of the customer to the signatures on the ID Folder.

If the customer signs the check on the back, ask the customer to re-sign the check on the line in the lower right corner of the front of the check.

If an unsigned check or a check signed only on the back is deposited, the WIC Program's bank will reject the check and your store may not be paid. The WIC Program cannot pay bank fees charged by your bank for these returned checks.

MAINE WIC NUTRITION PROGRAM					Department of Health and Human Services		ACCT#
NAME OF PARTICIPANT					FIRST DAY TO USE	LAST DAY TO USE	CHECK NUMBER
Loretta Lobster					5/26/2013	6/25/2013	00727879
PARTICIPANT I.D.	AGENCY	CLINIC	FOOD PACKAGE	FI TYPE			
10000167							
FOR PURCHASE OF APPROVED WIC FOODS ONLY (NO SUBSTITUTIONS ALLOWED):					AMOUNT		
2	GAL WHOLE MILK				\$		
1	POUND(S) WIC APPROVED CHEESE						
1	DOZEN WIC APPROVED EGGS						
1	64 OZ 100% BOTTLED LIQUID JUICE						
36	OZ WIC APPROVED CEREAL						
16	OZ WIC APPROVED WHOLE GRAIN ITEM						
XXX END OF ORDER XXX					DEPOSIT WITHIN 60 DAYS OF FIRST DAY TO USE PAY TO THE ORDER OF MAINE WIC VENDOR		
					SIGNATURE OF AUTHORIZED REPRESENTATIVE OR PROXY		

⑈00727879⑈ ⑈091912482⑈ 802054⑈

Price Surveys, Again?

As stated in our last newsletter, we will be requiring stores to complete price surveys on a quarterly basis.

Prices can change frequently, and the WIC Program needs to keep up with those changes. The amount we can pay a store for each WIC check is based on several factors including the **average** prices of the WIC-approved foods listed on the check. Average prices for your store are based on prices for each food items at WIC authorized stores in Maine that are the **same size or type of store** as yours (your "Peers").

A small price increase in one or two items can significantly increase the average cost of a check. Please complete the surveys when we send them and list only the highest priced **WIC-approved** product(s) in each category. You should refer to your WIC Vendor Booklet when completing the survey.

Price surveys will be sent out again in October, 2013. We know that this extra paperwork can be intrusive. We again thank you for helping us serve Maine families.



Selling Your Store? Moving to a New Location? Let WIC Know Your Plans



If you are selling your store please contact WIC at least eight weeks before the change in ownership. Authorization to accept WIC does not transfer from owner-to-owner. Your store's authorization to accept WIC checks will end at the time of the sale. When you sell your store, your WIC stamp number will be terminated at our bank so we want to make sure that you have time to deposit WIC checks taken at your store while under your ownership. After you have made all of these deposits, you must return your vendor stamp to us or destroy it. The new owner will also need time to apply for and be approved by SNAP (Food Stamps) before they can apply and be approved to accept WIC.

Additionally, WIC does not automatically transfer if your store is moving to a new location. You must notify week at least eight weeks prior to moving store locations. Your store will be terminated from accepting WIC checks if you move to a new location and do not notify us. We need to know your plans so that we can inspect the new site just like we did when your store originally was approved to accept WIC. Stores must meet all the conditions set forth in the Vendor agreement and one of the terms of the agreement is that WIC must be provided proper notice if your store is relocating. We want to help make this transition as smooth as possible for both you and your customers.



Lost and Found WIC Checks and ID Folders



If a WIC customer leaves their WIC checks or ID Folder in your store, please return them immediately to the local or state WIC office. The address of the local WIC office is usually on the back cover of the ID Folder and the State WIC office address is on the bottom of the checks. WIC checks are only valid for one month and we want to get them back to the WIC participant before they expire. Valid WIC checks that are lost may not be replaced by the WIC Program, and if they are not promptly returned to the WIC client, they may lose those food benefits for that month. Your help is greatly appreciated.



Vendor Supply Order Form

Store: _____

Vendor Number _____

Mailing Address: _____

Quantity _____ Vendor Booklets

Quantity _____ Shelf Magnets

Quantity _____ Shelf Stickers

Quantity _____ Window stickers

Quantity _____ Transaction Procedure Cards

Submit form to: Maine WIC Nutrition Program

286 Water St., 6th Floor

Augusta, ME 04330

fax: 207-287-3993

email: Ana.Scovil@Maine.gov



Do:

- ◇ Verify each item being purchased by the WIC customer is the correct item listed on their WIC check.
- ◇ Offer assistance if the WIC customer has picked up a wrong item or can't find an item on their WIC check.
- ◇ Ask for the customer's WIC ID Folder and compare the customer's signature to the signatures on the booklet.
- ◇ Ask the WIC customer to pay the \$.05 bottle deposit if purchasing bottled fruit juice with a WIC check.
- ◇ Verify the date is on or between the first and last dates to use identified on the WIC check.
- ◇ Verify that the amount written in the total box for items being purchased with a fruit and vegetable voucher (cash value voucher) does not exceed the cash value of the check. Ask the WIC customer to pay any amount over the cash value of the check.
- ◇ Accept valid manufacturer's coupons for items being purchased with a WIC check.
- ◇ Give the WIC customer a receipt for their purchase.
- ◇ Call us if a WIC customer is verbally or physically abusive or threatening to store staff.

Don't:

- ◆ Provide a refund, in cash or credit, for infant formula being returned that was purchased with a WIC check. The WIC customer must return the formula to the local WIC office. If the formula is spoiled, the WIC customer may exchange the formula for the same item.
- ◆ Give the WIC customer cash or credit if they do not spend the entire cash value of the fruit and vegetable voucher (cash value voucher).
- ◆ Offer a rain-check for any item not in stock that a customer wishes to purchase using a WIC check.
- ◆ Call-out or identify a customer as a WIC customer in any way or require a WIC customer to use a special register.
- ◆ Require a WIC Customer to purchase all of the items listed on their WIC check.
- ◆ Accept a WIC check if the customer does not have their WIC ID Folder.
- ◆ Refuse a valid WIC check or require ID other than their WIC ID Folder.

DHHS Non-Discrimination Notice

The Department of Health and Human Services (DHHS) does not discriminate on the basis of disability, race, color, creed, gender, sexual orientation, age, or national origin, in admission to, access to, or operations of its programs, services, or activities, or its hiring or employment practices. This notice is provided as required by Title II of the Americans with Disabilities Act of 1990 and in accordance with the Civil Rights Act of 1964 as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972 and the Maine Human Rights Act and Executive Order Regarding State of Maine Contracts for Services. Questions, concerns, complaints or requests for additional information regarding the ADA may be forwarded to DHHS' ADA Compliance/EEO Coordinators, 11 State House Station – 221 State Street, Augusta, Maine 04333, 207-287-4289 (V), 207-287-3488 (V), TTY users call Maine relay 711. Individuals who need auxiliary aids for effective communication in program and services of DHHS are invited to make their needs and preferences known to the ADA Compliance/EEO Coordinators. This notice is available in alternate formats, upon request.

USDA is an equal opportunity provider and employer.

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